



2013

NAVIGATE YOUR BENEFITS

ANNUAL OPEN ENROLLMENT

FREQUENTLY ASKED QUESTIONS

What is Open Enrollment? This is the time each year for you to review the benefit options available to you and determine the plans that best fit your coverage needs for the 2013 calendar year. All elections are effective January 1 through December 31, 2013.

What Will Happen to My Current Coverage if I Do Not Enroll by 5 p.m. on November 27th? All employees are **required to enroll/re-enroll for 2013 benefits**. The benefit plans you are currently enrolled in for 2012 will end at midnight on December 31, 2012 **UNLESS** you enroll for 2013 benefits.

When are Open Enrollment Meetings? Two informational meetings will be held in the Council Chamber located on the 1st floor at 101 W. Abram Street. The PowerPoint presentation and a recording of the presentation will be posted on the Workforce Services portal for you to access if you can't make it to one of these meeting: **Wednesday, October 31st, 10:00 a.m. and Thursday, November 1st, 10:00 a.m.**

When are the Help Sessions This Year? We have scheduled nine help sessions as follows:

November 02, 2012	8:30 a.m. - 12:00 p.m.	MOT - City Tower IT Training Room 6 th Floor
November 06, 2012	9:00 a.m. - 12:00 p.m.	City Hall IT Training Room 1 st Floor
November 08, 2012	9:00 a.m. - 12:00 p.m.	City Hall IT Training Room 1 st Floor
November 12, 2012	8:30 a.m. - 12:00 p.m.	MOT - City Tower IT Training Room 6 th Floor
November 13, 2012	12:00 p.m. - 4:00 p.m.	City Hall IT Training Room 1 st Floor
November 14, 2012	12:00 p.m. - 4:00 p.m.	City Hall IT Training Room 1 st Floor
November 16, 2012	9:00 a.m. - 1:00 p.m.	MOT - City Tower IT Training Room 6 th Floor
November 19, 2012	9:00 a.m. - 12:00 p.m.	MOT - City Tower IT Training Room 6 th Floor
November 27, 2012	9:00 p.m. - 4:00 p.m.	City Hall IT Training Room 1 st Floor

When is Online Enrollment? Online enrollment begins November 2nd at 8:00 a.m. and ends November 27th at 5:00 p.m.

When Can I Enroll in the 401(k) and/or 457 Plans? You may enroll or change your payroll deduction amount at any time. Log in is www.icmarc.org. For questions, contact Investor Services at 800-669-7400.

What Benefit Options Will be Included in 2013 Open Enrollment? Below are the benefit options that will be included in the 2013 enrollment. * To enroll in these plans, you are required to complete a separate enrollment form and return it to the Workforce Services office located in the MOT - City Tower on the 7th floor, Suite 790 by 5 p.m. on November 27th.

- | | |
|---|-----------------------------------|
| 1. United Healthcare Medical/Pharmacy Plan | 6. EyeMed Vision Plan |
| 2. United Healthcare Flexible Spending Accounts | 7. MetLife Dental Plan |
| 3. CIGNA Life Plans | 8. *MetLife Critical Illness Plan |
| 4. CIGNA Short Term Disability Plan | 9. *SISLINK Medical Gap Plan |
| 5. *OptumHealth Bank Health Savings Account | |

2013 forms, rates & details are available @ <http://coaportal/Departments/Workforce/Pages/OpenEnrollment.aspx>
 Located on the Workforce Services portal or on the City's website @ www.arlingtontx.gov/benefits.

2013

ANNUAL OPEN ENROLLMENT

FREQUENTLY ASKED QUESTIONS

(CONTINUED)

How Do I Enroll? At work, you will log in to your Lawson self-service account as you always do. From all other locations, you will go to <https://lawpa.c10f.netaspx.com>. Once you are logged into Lawson, look at the top of the menu on the left side of the page; you will see “Annual Enrollment.” Select and begin the open enrollment process. **(NOTE: This link will not reveal “Annual Enrollment” until 8 a.m. Friday November 2nd.)**

Who Do I Contact to Reset my Password? To request a password reset, you must submit a work order to the City’s IT self-service desk (Magic). Instructions are included on the portal under CITYNET – LAWSON HOW-TO’S – CityNet Document titled “Reset Your Password.” **NOTE: Workforce Services Benefit Staff are not able to reset passwords.**

How Will I Verify My Final Plan Elections for the 2013 Plan Year? The online enrollment process provides a confirmation statement after you have updated your benefit plan elections. You should print this confirmation statement and keep it to verify your payroll deductions on the first payroll check in 2013.

Will There be a Correction Period for Open Enrollment Benefit Elections? The elections you make during open enrollment become effective January 1, 2013. **You should review your confirmation statement and verify the following details before you finalize your 2013 benefit plan elections.**

- Have you enrolled in the correct plans and coverage levels? (Verify your biweekly cost.)
- Have you included your eligible family members for each benefit you have enrolled in?
- Did you enter the correct dollar amount for the FSA account?
- Have you mistakenly enrolled in the FSA Dependent Day Care Account? This is not a dependent health expense account. It is a pre-tax account used to pay a day care facility or caretaker to allow you to work. Eligible dependents include a child under age 13, or a spouse/dependent incapable of self care.
- Did you want to make contributions to an HSA account? Complete the 2013 HSA Payroll Deductions Direct Deposit Form and return to Workforce Services. You must have an active bank account with OptumHealth Bank before you can enroll in the HSA account through the City. NOTE: Unlike the FSA accounts, you may setup or change your HSA bank account payroll deduction at any time in 2013.
- Did you want to enroll in the Medical Gap or Critical Illness plan(s)? Complete the separate enrollment forms and provide them to Workforce Services.
- **Final online elections and any paper enrollment forms are due by the close of online Open Enrollment at 5 p.m. on November 27th.**

If I Miss Open Enrollment, When May I Make Changes to My Benefit Elections? You may make changes if you experience a qualifying life event or change in status (i.e. loss of coverage, marriage, birth of a child, divorce, etc.). Enrollment change request guidelines are outlined in the Employee Benefit Guide.

Will I Be Able to Use My Home Computer to Enroll this Year? Yes, employees may enroll from home, while on vacation, out for an approved leave of absence - anywhere there is internet service. The URL will be provided Friday morning November 2, 2012.

Where Will I Find Additional Benefit Information? 2013 forms, rates & details are available @ <http://coaportal/Departments/Workforce/Pages/OpenEnrollment.aspx> located on the Workforce Services portal and on the City’s website @ www.arlingtontx.gov/benefits.

2013

ANNUAL OPEN ENROLLMENT

FREQUENTLY ASKED QUESTIONS

(CONTINUED)

We have posted the plan details, rates, and guides on the Workforce Services portal. Select “Documents and Forms”, Category for “2013 Open Enrollment.” You will also have access to the 2013 Open Enrollment link on the City’s website www.arlingtontx.gov/benefits.

2013 WELLNESS POINTS AWARDED

❖ **Employees completing online enrollment by November 16, 2012 may earn 25 points for the 2013 Wellness Program!**

❖ **Steps to receive 25 wellness points:**

- ☑ **Must sign up for 2013 Wellness by deadline to be announced by Wellness staff in early 2013**
- ☑ **Must provide a copy of your Benefit Confirmation Statement (date will appear when you print out your statement)**
- ☑ **Must provide a copy of your completed Health Assessment**

ANNOUNCEMENT



Still Have Questions? Come to any of the Help Sessions, where our benefit staff will assist you, contact your department’s dedicated Workforce Services Consultant (see department list below), or send your open enrollment questions to our special open enrollment email EmployeeBenefitsQ&A@arlingtontx.gov.

Adrian Perez, Workforce Services Consultant
817-459-6850
Adrian.Perez@arlingtontx.gov
Consulting services for:
Fire, Finance and Management Resources,
Information Technology and Convention Center

Kiomara Chatman, Workforce Services Consultant
817-459-6856
Kiomara.Chatman@arlingtontx.gov
Consulting services for:
Parks & Recreation and Police

Dori Freeman, Workforce Services Consultant
817-459-6848
Dori.Freeman@arlingtontx.gov
Consulting services for:
Community Development & Planning, Airport, Audit,
and Water Utilities

Lisa Zepeda, Manager
817-459-6842
Lisa.Zepeda@arlingtontx.gov
Consulting services for:
City Manager’s Office, Judiciary, Municipal Court, and
Workforce Services

Ivy White, Workforce Services Consultant
817-459-6852
Ivy.White@arlingtontx.gov
Consulting services for:
Community services (including Handitran), City Attorney’s
Office, Economic Development, Library, and Public Works and Transportation